Annexure No. 6

[*Vide unstarred Question* 1900 (9), *answered on* 11*th August*, 2005]

Details of quality of service Parameters for Cellular Services alongwith Performance Monitoring report thereof for the quarter ending 31st March, 2005

Sr. No.	Name of the service providers	Fault Incidence & Repair			Network Performance				Billing Complaints		
		(i)	(ii)	(iii)	(i)	(ii)	(iii)	(iv)	(i)	(ii)	(iii)
		No. of faults (per 100 subscribers)	Faults cleared within 24 hrs.	Accoumulated down time of community isolation	Call Success Rate (within licencees own network)	Service Access Delay	Call Drop Rate	% of connec-tion with good voice quality	Com-plaints per 100 bills issued	% of com-plaints resolved within 4 weeks	Period of all refunds/ payment due to costomers from the date of resolution of complaints as in (ii) above
		Benchmarks									
		<1%	100%	<24 hrs	>99%	9to20 sec	<3%	>95%	<.1%	100%	<4 weeks
1	2	3	4	5	6	7	8	9	10	11	12
	'A' Circle										
	Maharashtra										
1	BPL Cellular	1.17%	98.00%	58.6	98.69%	11.21	1.32%	98.09%	0.100%	100.00%	30 Days
2	IDEA Cellular	0.01%	100.00%	45.38	96.40%	13.45	1.40%	98.39%	0.405%	100.00%	30 Days
3.	BSNL	0.20%	90.00%	98	88.00%	2.00	1.20%	96.00%	1.200%	100.00%	30 Days
4.	Bharti Cellular	0.39%	100.00%	22.33	99.01%	9.35	0.92%	96.50%	0.100%	100.00%	30 Days
5.	Reliance - CDMA										
6	Tata, MH - CDMA	0.16%	98.00%	13.56	99.58%	12.00	0.55%	97.17%	0.003%	100.00%	NA
	Gujarat										
7.	Hutch	0.01%	100.00%	10.5	98.66%	14.14	1.38%	97.52%	0.080%	100.00%	30 Days

8.	IDEA Cellular										
9.	BSNL	0.10%	99.00%	Nil	99.00%	2.00	1.00%	NA	0.100%	100.00%	7 Days
10.	Bharti Cellular	0.10%	100.00%	17.57	99.75%	12.80	0.25%	96.94%	0.050%	100.00%	14D
11.	Reliance - CDMA										
12.	Tata - CDMA	0.87%	99.00%	4.18	99.77%	8.60	0.49%	96.77 %	0.010%	100.00%	30 Days
	Andhara Pradesh										
13.	IDEA Cellular	0.32%	100.00%	26.44	99.98%	9.56	0.51%	98.53 %	0.390%	100.00%	2 Days
14.	Bharti Mobile	0.02%	100.00%	1.39	98.80%	12.00	0.88%	98.10%	0.050%	100.00%	NA
15.	BSNL, AP	0.30%	95.00%	Nil	98.00%	6.00	1.60%	98.00 %	0.000%	100.00%	immediate
16.	Hutchison Essar	0.37%	100.00%	18	99.04%	5.00	1.04%	98.00%	0.090%	100.00%	30 Days
17.	Reliance - CDMA										
18.	Tata - CDMA	1.09%	64.00%	15.35	99.83%	5.53	0.51%	97.55 %	0.310%	100.00%	30 Days
	Karnataka										
19	Bharti Mobile	0.04%	100.00%	97.13	99.05%	7.00	1.50%	96.20 %	0.005%	100.00%	30 Days
20.	Spice Comm.	0.15%	100.00%	1.2	99.72%	9.00	1.26%	99.71 %	0.020%	100.00%	7 Days
21.	BSNL	0.50%	100.00%	12	94.00%	12.00	1.30%	98.00%	0.020%	100.00%	30 Days
22.	Hutchison Essar	0.75%	100.00%	15	99.90%	17.00	1.29%	97.60%	0.018%	100.00%	30 Days
23.	Reliance - CDMA										
24.	Tata - CDMA	2.07%	98.58%	21.46	99.30%	8.77	1.04%	96.33 %	0.240%	100.00%	30 Days
	Tamil Nadu										
25.	BPL Cellular	0.52%	100.00%	140.57%	98.96%	9.50	1.35%	99.81%	0.170%	100.00%	30 Days
26.	Aircel	0.01%	100.00%	18.27	99.02%	11.06	1.69%	95.70%	0.110%	100.00%	28 Days
27.	BSNL	0.10%	100.00%	Nil	88.00%	9.00	1.10%	95.00%	0.000%	100.00%	immediate
28.	Bharti Cellular	0.07%	98.11%	20	98.36%	12.24	0.81%	98.39%	0.080%	100.00%	30 Days
29.	Reliance - CDMA										
30.	Tata - CDMA	0.02%	100.00%	0.48	99.48%	5.40	1.03%	95.53 %	0.090%	100.00%	30 Days

1	2	3	4	5	6	7	8	9	10	11	12
	'B' Circle										
	Kerala										
31.	IDEA - Escotel Mobile	0.23%	100.00%	13.08	99.82%	14.00	1.93%	98.15%	0.180%	100.00%	30 Days
32.	BPL Cellular	0.00%	100.00%	15.28	99.19%	20.00	1.27%	99.45%	0.001%	100.00%	30 Days
33.	BSNL	1.10%	96.00%	20.9	96.00%	12.00	1.40%	95.00%	1.700%	100.00%	30 Days
34	Bharti Cellular	0.05%	97.52%	21	99.41%	15.34	1.38%	98.70%	0.050%	100.00%	30 Days
35.	Tata - CDMA										
36.	Reliance - CDMA										
	Punjab										
37.	Spice Comm	0.20%	100.00%	6 85	99 12%	4.20	1.55%	98.30%	0.035%	100.00%	30 Days
38.	Bharti Mobile	0.02%	100.00%	4.68	99.60%	9.00	1.63%	99.80 %	0.080%	100.00%	1 Day
39.	Hutch	0.63%	100.00%	Nil	99.41%	10.00	1.22%	98.98%	0.082%	100.00%	1 Day
40.	BSNL										
41.	Tata - CDMA										
42.	Reliance - CDMA										
	Haryana										
43.	IDEA - Escotel Mobile	0.15%	100.00%	10 4	99.95%	14.27	0.77%	99.41%	0.080%	100.00%	35 Days
44.	Hutch - Aircel Digilink	0 95%	100.00%	3.15	99.75%	9.20	1.72%	98.50%	0.090%	100.00%	30 Days
45	BSNL	0.30%	100.00%	20	97.00%	9.00	2.80%	97.00%	0.070%	100.00%	7 Days
46.	Bharti Cellular	0.09%	100.00%	2 2	99.70%	8.C0	1.59%	99.80%	0.070%	100.00%	1 Day
47.	TATA - CDMA										
48.	Reliance - CDMA										
	UP - W										
	Hutch Essar	1.00%	100.00%	Nil	96.00%	10.00	1.40%	96.00%	0.024%	100.00%	3 Days
49.	IDEA	0.08%	100.00%	16.04	99.89%	11.50	1.92%	97.00%	0.390%	100.00%	30 Days
50.	BSNL	0.60%	98.00%	Nil	88.00%	9.00	1.10%	95.00%	0.000%	100.00%	immediate
51	Bharti Cellular	0.76%	100.00%	16.08	99.63%	9.00	1.67%	95.94%	0.020%	100.00%	30 Days
52.	Tata - CDMA										

53.	Reliance - CDMA										
	UP - E										
54.	Bharti Cellular	3.00%	98.00%	0	95.00%	9.50	NA	96.00%	0.200%	99.00%	45 Days
55.	Hutch - AD	0.52%	100.00%	Nill	99.45%	9.00	1.61%	98.00%	0.020%	100.00%	21 Days
56.	BSNL	1.80%	100.00%	2	97.00%	13.00	2.80%	96.00%	0.100%	100.00%	30 Days
57.	Reliance - CDMA										
58	Tata - CDMA										
	Rajasthan										
59.	Hutch - Aircel Diglink	0.14%	100.00%	1.05	100.00%	9.00	1.40%	95.99%	0.090%	100.00%	21 Days
60.	BSNL	0.40%	97.00%	38	95.00%	6.00	1.80%	92.00%	0.500%	93.00%	30 Days
61.	Bhart - Hexacom	0.70%	100.00%	7.5	99.80%	9.00	1.50%	99.00%	0.080%	100.00%	1 Day
62.	Reliance - CDMA										
63.	Tata - CDMA										
	Madhya Pradesh										
64.	IDEA Cellular	0.19%	100.00%	5.5	99.03%	12.33	1.23%	99.19%	0.260%	100.00%	30 Days
65	Reliance	0.00%	100.00%	13.18	100.00%	8.06	2.84%	97.89%	0.040%	100.00%	1 Day
66.	BSNL	0.80%	97.00%	Nill	99.00%	3.00	1.30%	95.00%	0.040%	100.00%	30 Days
67.	Bharti Cellular	0.08%	100.00%	16 06	99.51%	13.00	0.58%	98 00%	0.092%	100.00%	30 Days
68.	Reliance - CDMA										
69.	Tata - CDMA										
	West Bengal										
70.	Bharti	0.01%	100.00%	1	98.29%	6.90	1.69%	97.00%	0 180%	100.00%	30 Days
71.	Reliance	0.08%	100.00%	57.54	99.00%	9.44	2.63%	99.79%	Nil	NA	NA
72	BSNL	0.60%	100 00%	Nil	99.00%	6 00	1 70%	99.00%	0.000%	100.00%	immediate
73.	Tata CDMA										
74	Reliance - CDMA										

1	2	3	4	5	6	7	8	9	10	11	12
	'C' Circle										
	Himachal Pradesh										
75.	Bharti Telenet	0.01%	100.00%	4.26	99.57%	9.00	1.93%	99.91%	0.060%	100.00%	1Day
76.	Reliance	0.02%	100.00%	6.4	100.00%	6.61	2.33%	99.62%	0 000%	100.00%	10 Days
77.	BSNL	0.30%	97.00%	1	98.00%	6.00	2.50%	95.00%	0.090%	100.00%	immediate
78.	Reliance - CDMA										
79.	Tata - CDMA										
	Bihar										
80.	Reliance	0.11%	100.00%	19.32	99.00%	8.35	1.98%	98.88%	0.000%	100.00%	7 Days
81.	BSNL	0.40%	96.00%	87	99.00%	9.00	2 10%	92.00%	0.200%	90.00%	42 Days
82.	Reliance - CDMA										
83.	Tata - CDMA										
	Bharti Cellular	0.12%	100.00%	4	99 53%	5.33	1.03%	99.66%	0.200%	100.00%	Nil
	Orissa										
84.	Reliance	0.10%	100.00%	14 36	99.17%	7.27	2.47%	99.76%	0 050%	100.00%	NA
85.	BSNL	0.10%	88.00%	83	84.00%	9.00	1 90%	93.00%	0.100%	100.00%	immediate
86.	Bharti	0.43%	98.17%	Nil	100.00%	7.40	0.00%	98.92%	0.050%	100.00%	30 Days
87.	Reliance - CDMA										
88.	Tata - CDMA										
	Assam										
89.	BSNL,AS	0.30%	100.00%	3	99.00%	12.00	36.60%	95.00%	0.010%	100.00%	immediate
90.	Reliance, AS	0.02%	100.00%	13.4	99.00%	9.70	1.22%	96.18%	0.010%	100.00%	NA
	J & K										
91.	BSNL	1.90%	100.00%	23	99.00%	12.00	2.00%	97.00%	0.100%	100.00%	21 Days
92.	Bharti	2.00%	99.70%	3.78	99.00%	9.00	2.80%	98.50%	0.050%	100.00%	1 Day
93.	Reliance - CDMA										

	NE										
94	BSNL	1.40%	100.00%	12	99.00%	14.00	2.00%	98.00%	0.000%	100.00%	21 Days
95.	Reliance	Nil	Nil	Nil	99.00%	9.74	2.56%	95.07%	Nil	Nil	Nil
	METRO										
	Delhi										
96.	Bharti Cellular	0.38%	100.00%	Nil	99.11%	10.00	1.58%	95.68%	0.059%	100.00%	30 Days
97.	Hutchison Essar	0.63%	100.00%	Nil	99.41%	10.00	1.22%	98.98%	0.082%	100.00%	immediate
98	MTNL	1.99%	100.00%	0	99.50%	13.00	1.04%	56.80%	0.070%	100.00%	30 Days
99.	IDEA Cellular	0.37%	100.00%	Nil	99.98%	7.00	0.63%	97.15%	0.090%	100.00%	30 Days
100.	Reliance - CDMA										
101.	Tata - CDMA										
	Mumbai										
102.	BPL Mobile	0.27%	100.00%	63.53	99.45%	11.34	1.83%	98.72%	0.100%	100.00%	40 D
103.	Hutchison Max										
104.	MTNL	0.00%	100.00%	Nil	99.20%	14.00	1.41%	95.30%	0.060%	100.00%	30 Days
105.	Bharti Cellular	0.04%	100.00%	0	100.00%	9.00	1.21%	97.00%	0.020%	100.00%	7 Days
106.	Reliance - CDMA										
107.	Tata - CDMA	0.16%	99.00%	3.08	99.82%	12.00	0.30%	97.39%	0.620%	94.53%	
	Chennai										
108.	Aircel Cellular Ltd.	0.11%	99.20%	Nil	100.00%	12.00	0.84%	95.00%	0.200%	100.00%	30 Days
109.	Bharti Mobinet	0.04%	98.26%	0	99.78%	12.67	0.51%	96.98%	0.090%	100.00%	30 Days
110.	Hutchison Essar	0.07%	100.00%	Nil	99.60%	9.00	0.72%	98.78%	0.060%	100.00%	3 Days
111.	BSNL	0.00%	100.00%	Nil	99.00%	12 sec.	0.90%	100.00%	1.100%	100.00%	immediate
112.	Reliance - CDMA										
113.	Tata - CDMA	0.03%	99.00%	0	99.41%	6 55	0.76%	95 50%	0.110%	100 00%	30 Days
	Kolkata										
114.	Bharti Mobinet	0.00%	100.00%	0	98.41%	7.30	1.22%	98.96%	0.100%	100.00%	NA
115.	Hutchison	0.14%	100.00%	Nil	99.93%	12.00	0.87%	97.05%	0.080%	100.00%	4 Days
116.	BSNL	0.20%	92.00%	Nil	93.00%	7.00	0.90%	97.00%	2.300%	99.00%	30 Days
117	Reliance										
118.	Reliance - CDMA										
119.	Tata - CDMA										

QoS Parameters			New connections after registration of demand*	Fault incidence (per 100/sub/mth)	Fault repair by next working days			Mean Time to Repair (MTTR)	Grade of service (calls per thousand)	Call completion rate in local network	Metering & billing credibility - % of bills disputed	Operator Assisted Trunk calls (% answered within time norm)		Shifts	Closures		Percentage of repeat faults		
					>90%							Urgent calls. <1 hr	Ordinary calls. <2 hr	95% of requests			<1%		
Sl No	Service Area	Service Providers	100% in 7 days	<3	(Month-1)	(Month-2)	(Month-3)	<8 hrs	(2/1000)	>65%	<0.1%			<3 days	<24 hrs	>24 hrs	(Month-1)	(Month-2)	(Month-3)
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
1	Andhra Pradesh	BSNL	51 28	5 66	89 40	90 57	89 52	15 00	NA	53 00%	0 05	94 53	89 88	0 00	NA	NA	18 53	20 24	17 62
		Reliance	100 00	0 00	100 00	100 00	100 00	3 10	0 002	69 86%	0.08	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0 00
		Tata	94 95	0 94	92 46	89 43	82 31	11 46	0 001	52 97%	0 41	N/App	N/App	88 99	100 00	98 85	2 81	3 00	3 89
2	Bihar	BSNL	51 74	4 92	89 88	90 41	89 68	12 00	NA	34 00%	0 05	81 67	65 42	0.00	NA	NA	3.88	4 20	4 42
		Reliance	100 00	0 00	100 00	100 00	100 00	3 80	0 002	58 91%	0 08	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0 00
3	Delhi	MTNL	96 02	15 49	84 90	86 77	87 98	10.80	0.000	46 00%	0 05	71 75	73 38	85 43	95 85	68 46	14 39	14 92	15 15
		Reliance	100 00	0 00	100 00	100 00	100 00	2 40	0 002	66 70%	0 08	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0 00
		Bharti	90 01	2 12	98 74	98 20	98 76	4 24	0 001	52.99%	0 21	76 07	Nil	7 47	25 10	54 40	5 24	5 81	6 35
		Tata	97 38	0 01	100 00	100 00	100 00	2 30	0 000	61.00%	0 26	N/App	N/App	77.41	33 39	86 26	0 00	0 00	0 00
4	Gujarat	BSNL	72 74	5 48	96 96	97 42	97 18	8.00	NA	62.00%	0 06	85 44	116 18	0 00	NA	NA	8.42	7 60	8 13
		Reliance	100 00	0 00	100.00	100 00	100 00	2 30	0 002	69.12%	0 08	N/App	N/App	100 00	100.00	100 00	0 00	0 00	0 00
		Tata	99 00	0 38	98.65	97 73	98 63	2 20	0 003	69 68%	0 01	N/App	N/App	98 76	100.00	99.76	4.33	2 68	1 90
5	MP & Chhattisgarh	BSNL (MP)	76 84	5 71	95 90	97 45	96 60	7 00	NA	70.00%	0 10	89 56	8 35	0 00	NA	NA	1 84	1 67	2 02
		BSNL (Chhattisgarh)	80 78	10 57	86 81	82 11	79 51	11 00	NA	65 00%	0.05	99 62	99 89	0 00	NA	NA	2 29	3 25	2 42
		Reliance	100 00	0 00	100 00	100 00	100 00	1 80	0 002	68 44%	0 07	N/App	N/App	100 00	NA	NA	0 00	0.00	0 00
		Bharti	98 30	2 97	95.10	94 69	95 62	6 20	0 000	64 20%	0 06	84 00	Nil	59 90	100.00	95 47	1 41	1 28	0.02
6	Maharashtra	BSNL	52 24	4 82	89 09	89 89	89 63	11 00	NA	58 00%	0 04	83 59	87 88	0.00	NA	NA	4 20	3 93	4 34
		Reliance	100 00	0 00	100.00	100 00	100.00	1 50	0 002	68.47%	0 08	N/App	N/App	100 00	100.00	100 00	0 00	0.00	0.00
		TATA	NA	1 34	99.31	99 00	99 12	2 98	0.002	64.42%	0 70	N/App	N/App	99 62	100.00	99 95	4 38	4 03	3 67
7	Punjab	BSNL	97 78	8 26	94 70	95.55	95 93	11 00	NA	65 00%	0 05	75.74	91.92	0 00	NA	NA	0 95	0.97	0 92
		Reliance	100 00	0 00	100.00	100 00	100 00	2 30	0 002	66 06%	0 08	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0.00
		HFCL	97 75	2 04	97 00	97 48	95 26	5 22	0 000	74 10%	0 11	N/App	N/App	82 22	95 42	98 27	3 39	3 00	3.02
8	Rajasthan	BSNL	66 36	9 05	85 21	85 36	85 13	12 00	NA	51.00%	0 04	82 91	91 34	0 00	NA	NA	3 39	2 61	2.48
		Reliance	100 00	0 00	100 00	100 00	100 0	2 50	0 002	55 68%	0 08	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0.00
		Shyam	96 90	2 96	95 34	93 22	94 21	5 10	0 001	67 00%	0 09	Nil	78 58	95 17	100 00	95 45	0 86	0.95	0 90
9	Tamil Nadu	BSNL	78 86	4 22	97 25	97 37	97 08	70 00	NA	73 00%	0 03	98.68	98.70	0 00	NA	NA	0 89	C 56	0 65
		Reliance	100 00	0 00	100 00	100 00	100 00	2 40	0 002	71 04%	0 08	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0 00

		Bharti	90 15	1 88	99 04	98 94	98 63	2 25	0 002	69 65%	0 15	68 10	Nil	52 84	100 00	93 90	1 78	1 40	1 82
		Tata	83 14	0 15	95 86	92 47	100 00	2 05	0 002	47 72%	0 15	N/App	N/App	95 04	97 69	99 12	0 69	0 00	0 00
10	Haryana	BSNL	82 58	8 63	91 89	92 62	93 02	11 00	NA	69 00%	0 06	46 54	92 62	0 00	NA	NA	4 52	4 52	4 55
		Reliance	100 00	0 00	100 00	100 00	100 00	2 20	0 002	62 70%	0 07	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0 00
		Bharti	94 84	1 66	96 89	98 04	97 03	7 83	0 001	60 67%	0 02	85 55	Nil	4 73	66 35	55 33	2 27	4 20	4 75
11	Karnataka	BSNL	66 12	5 70	94 56	94 90	93 62	4 00	NA	56 00%	0 04	94 98	95 77	0 00	NA	NA	5 85	6 58	5 97
		Reliance	100 00	0 00	100 00	100 00	100 00	2 40	0 002	72 76%	0 08	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0 00
		Bharti	94 84	1 74	99 57	99 62	98 91	2 77	0 000	57 53%	0 19	Nil	63 59	59 08	98 05	95 00	7 71	5 81	5 03
		Tata	98 63	0 23	96 72	99 71	99 74	1 27	0 000	54 86%	0 40	N/App	N/App	99 81	97 31	98 09	3 28	4 57	3 84
12	A & N	BSNL	69 72	13 56	85 98	88 82	88 80	14 00	NA	43 00%	0 07	80 12	97 16	0 00	NA	NA	9 36	7 32	6 45
13	Assam	BSNL	67 38	8 99	96 89	97 08	96 76	24 00	NA	67 00%	0 08	56 53	74 60	0 00	NA	NA	1 11	1 05	0 86
14	Chennai	BSNL	88 90	6 61	95 81	94 16	90 90	17 00	NA	76 00%	0 10	84 19	82 73	0 00	NA	NA	5 69	6 28	7 76
		Reliance	100 00	0 00	100 00	100 00	100 00	3 10	0 002	73 38%	0 08	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0 00
		Tata	78 16	0 05	94 91	94 91	97 95	1 53	0 00	59 05%	0 12	N/App	N/App	96 02	97 46	99 37	0 20	48 26	0 51
15	HP	BSNL	81 60	10 51	95 49	93 40	93 76	6 00	NA	58 00%	0 06	69 24	77 74	0 00	NA	NA	0 55	0 63	0 60
		Reliance	100 00	0 12	100 00	100 00	100 00	5 10	0 002	72 76%	0 78	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0 00
16	Jharkhand	BSNL	19 87	8 27	91 45	92 25	92 16	17 00	NA	31 00%	0 05	94 98	95 77	0 00	NA	NA	1 78	1 44	1 38
17	J & K	BSNL	22 15	13 92	92 52	90 11	93 31	10 00	NA	29 00%	0 14	59 55	68 59	0 00	NA	NA	2 74	0 82	0 93
18	Kerala	BSNL	43 83	6 63	89 69	89 60	90 96	15 00	NA	68 00%	0 02	99 72	69 40	0 00	NA	NA	7 76	8 61	7 80
		Reliance	100 00	0 00	100 00	100 00	100 00	1 10	0 002	70 21%	0 07	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0 00
19	Kolkata	Reliance	100 00	0 00	100 00	100 00	100 00	2 40	0 002	66 24%	0 09	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0 00
		BSNL	48 97	4 31	91 34	91 20	91 34	12 00	NA	52 00%	0 07	70 42	80 36	0 00	NA	NA	5 97	5 86	5 97
20	Mumbai	Tata	NA	0 95	99 20	99 34	99 25	2 88	0 002	64 37%	0 88	N/App	N/App	93 46	100 00	96 18	4 27	3 92	3 67
		Reliance	100 00	0 00	100 00	100 00	100 00	2 40	0 002	74 51%	0 06	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0 00
		MTNL	56 97	8 09	90 30	88 78	89 80	20 47	0 0003	54 21%	0 09	80 03	83 08	33 72	77 90	66 87	14 96	14 99	13 99
21	NE-I	BSNL	45 34	4 72	56 91	61 76	60 04	23 00	NA	51 00%	0 07	87 80	83 02	0 00	NA	NA	8 31	6 85	5 94
22	NE-II	BSNL	52 32	5 79	92 36	94 10	93 66	4 00	NA	51 00%	0 15	71 38	70 34	0 00	NA	NA	2 52	4 02	4 21
23	Orissa	BSNL	97 38	9 53	90 16	91 43	91 19	10 00	NA	53 00%	0 10	63 02	95 35	0 00	NA	NA	1 30	1 23	1 32
		Reliance	100 00	0 00	100 00	100 00	100 00	8 60	0 002	54 90%	0 08	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0 00
24	UP-E	BSNL	26 83	4 40	98 44	98 52	98 61	8 00	NA	65 00%	0 01	92 18	92 81	0 00	NA	NA	1 26	1 12	1 09
		Reliance	100 00	0 00	10 00	100 00	100 00	5 60	0 002	52 97%	0 07	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0 00
25	UP-W	BSNL	57 76	9 08	95 44	95 22	94 31	6 00	NA	71 00%	0 03	67 35	94 80	0 00	NA	NA	2 92	2 51	2 70
		Reliance	100 00	0 00	10 00	100 00	100 00	3 90	0 002	5472%	0 08	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0 00
26	Uttaranchal	BSNL	84 02	9 37	91 96	95 10	94 15	6 00	NA	65 00%	0 01	92 18	92 81	0 00	NA	NA	0 94	1 54	1 41
27	West Bengal	BSNL	37 90	6 89	84 62	88 33	85 80	20 00	NA	61 00%	0 04	83 89	89 63	0 00	NA	NA	1 44	2 23	2 40
		Reliance	100 00	0 00	100 00	100 00	100 00	2 60	0 002	53 18%	0 07	N/App	N/App	100 00	100 00	100 00	0 00	0 00	0 00

Operator not meeting the prescribed benchmark NA Not available N/App = Not applicable